



# Student Handbook

IM Training Pty Ltd

88 Hollingsworth Street, Kawana, QLD, 4701

# Student Handbook



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## WELCOME

IM Training Pty Ltd delivers high quality vocational education and training programs in the construction, warehousing, civil and resource industries. We endeavour to give our learners the best possible outcome and a genuine opportunity to gain employment.

IM Training Pty Ltd prides itself for its professional approach and friendly manner. Our Trainers and Assessors are experienced in their field and ready to support you throughout your course and our Office Staff are always available to assist you with your enquiries.

We believe that it is essential that when our learners complete their training they are confident and well equipped, with the required skills and knowledge for the workplace.

## STUDYING THROUGH IM TRAINING PTY LTD

IM Training Pty Ltd aims at providing high quality courses for individuals. Our RTO aims to foster a high-quality learning environment that can provide support and facilitation for our students in the workforce. Our RTO aspires to follow the values of professionalism, ongoing learning, ethical conduct, access, and equity.

The courses will be delivered in the classroom for theory based learning and a simulated environment in a workplace setting where students will practice and demonstrate their practical skills. Practical assessments are conducted in a simulated workplace where students have the opportunity to demonstrate their skills.

IM Training Pty Ltd aims to provide courses which are:

- Practical
- Flexible
- Affordable
- Delivered by friendly, professional and supportive staff

## OUR OBLIGATION AS YOUR RTO

As a Registered Training Organisation (RTO) registered with Australian Skills Quality Authority (ASQA), we have an obligation to ensure the quality of the nationally recognised training and assessment we deliver. We must comply at all times with the Standards for RTOs 2015 which are part of the VET Quality Framework. To ensure compliance we have developed comprehensive internal policies, procedures and systems that guide our compliant operations and we must participate in audits with ASQA upon their request. In addition, we must ensure that any third parties that we work with who have any involvement in your training and assessment comply as well. This includes our training partners, marketing brokers and sales people where applicable.

As the RTO, we have the responsibility to issue your AQF certification documents in line with our issuance policy as outlined in this Handbook.

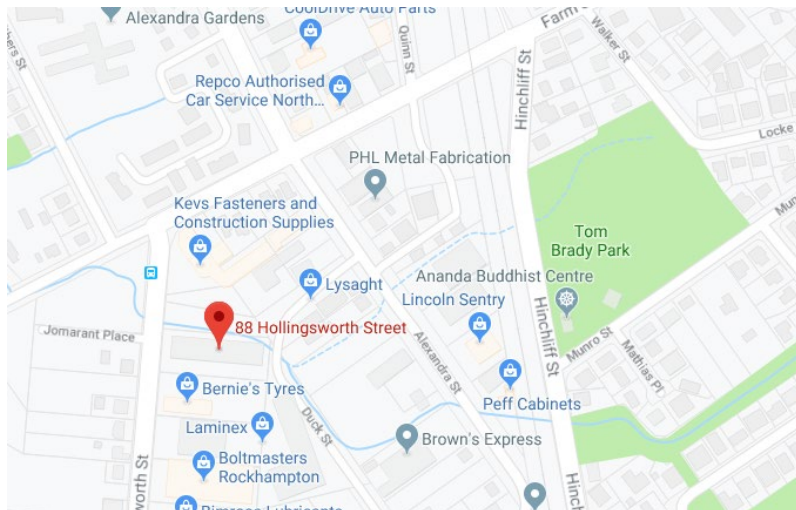
If at any time, you feel we have not met our obligations as an RTO, you have the right to make a complaint following our Complaints and Appeals Policy outlined further on in this Handbook.

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## OUR CONTACT DETAILS

**Address:** 88 Hollingsworth Street, Kawana, QLD, 4701

**Phone:** (07) 4939 3412



### Office hours:

Monday	9:00am – 5:00pm
Tuesday	9:00am – 5:00pm
Wednesday	9:00am – 5:00pm
Thursday	9:00am – 5:00pm
Friday	9:00am – 5:00pm
Saturday	Closed
Sunday	Closed

## SELECTION AND ENROLMENT

IM Training Pty Ltd accepts applications from all students who meet the entry requirements published in the course information. Applications are accepted on a first come, first served basis but if a course is full, you will be offered a place in a course starting at a later date.

To apply to enrol in a course, you must complete an Enrolment Form. You can access an Enrolment Form from our Head Office located at 7-13 Jabiru Drive, Yeppoon QLD 47003 or contact us on (07) 4939 3412. If you are applying for a course that has entry requirements you will also need to provide the necessary evidence (as indicated on the Course Outline) such as verified copies of qualifications, CV or other evidence.

If you are applying for Credit you should indicate this on your enrolment and supply certified copies of your transcripts so we can assess your application for Credit. See the section on Credits in this Handbook below.

Once you have completed your enrolment form and gathered all the necessary evidence, send it to 88 Hollingsworth Street, Kawana, QLD, 4701 along with the non-refundable application fee. You will be contacted within 7 days to let you know the status of your enrolment and to confirm your details.

Upon approval of your enrolment, you will be sent further information about the next steps, payment arrangements and when you are scheduled to commence your course.

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## UNIQUE STUDENT IDENTIFIER (USI)

### Unique Student Identifier (USI)

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that creates a lifetime record for an individual of all the nationally recognized training that has been completed. Under the Unique Student Identifiers Act 2014, all RTOs must ensure they have a valid USI for any student that enrolls in nationally recognised training from 2015. This means that as a student you must either:

- Provide us with your USI, or
- Provide us with permission to access or create your USI on your behalf.

If you are providing us with permission to access or create your USI we will need a valid form of identification. The ID that you provide for this purpose will be destroyed once we have used it for this purpose.

If you would like to create your own USI, please visit: <http://www.usi.gov.au/Students/Pages/default.aspx>

We are unable to issue a qualification or a statement of attainment unless we have a valid USI.

## CREDITS

A credit is formal recognition of the previous studies you have completed for the purpose of reducing the units or modules that you are required to complete in the course you are enrolled in with us.

IM Training Pty Ltd can grant you credit towards your course for units of competency or modules that you have already completed with another RTO or authorised issuing organisation. We can also grant you Credit for subjects or units you have completed where equivalence can be established between the unit/ module in your course, and the subject or unit you have completed.

There is no charge to apply for Credit.

To apply, fill in the Credit Application Form and submit it as part of your enrolment. You can apply for Credit at any time however it is best you do this as part of your enrolment so that Credits are known upfront and you are not required to do any work that you otherwise may not have needed to do.

Make sure you attach certified copies of transcripts from your previous study. In some cases we may ask for additional information about the subject or unit you previously studied so we can determine equivalence. Your Credit Application may be returned to you if you don't provide the required information.

In some cases, Credits may lead to a reduction in the course fees as there is less work involved in offering your course. This will be advised to you in writing.

You will be advised in writing of the outcome of your Credit Application.

## RECOGNITION OF PRIOR LEARNING

Recognition of Prior Learning (RPL) is a process where skills and knowledge that you have gained through work and life experience and other unrecognised training can be formally recognised.

IM Training Pty Ltd has a process that has been structured to minimise the time and cost to applicants and provides a supportive approach to students wishing to take up this option. You should ideally apply for RPL at the time of enrolment but you may also apply up to 2 weeks into your course.

If you think RPL is a suitable option for you, the first step is to contact your trainer/assessor or our office and have a conversation about whether or not RPL might be suitable for you. Suitability is often determined on how much experience you have in a certain area, your work history and previous training. If RPL is determined as a possibility for you, you will be provided with a kit that will guide you in working through each

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unit to determine relevant skills and experience and identify whether you would be able to provide the required evidence.

A trainer/assessor will be available to assist you throughout this process.

To apply for RPL, you will need to fill in a part of the kit and return it with an RPL Application Form. Your application will then be assessed for suitability and you will then be contacted by an assessor to progress the RPL process.

From here, usually the RPL process involves gathering evidence to demonstrate skills, knowledge and experience, responding to questions, completing tasks and depending on the area, observation of your work skills in your workplace.

Fees are applicable for Recognition of Prior Learning and you will be advised of these fees upon contacting us.

For more information about submitting an application for RPL, contact our head office.

## COURSE LOCATIONS

Each course is delivered and assessed at various locations depending on the plan and equipment required. Please contact our office on 1300 213 795 or [info@imtraining.edu.au](mailto:info@imtraining.edu.au) to find out where a course is being conducted.

## COURSE INDUCTION

At the start of your course will be provided with an induction. The induction will provide you with specific details about your course requirements, important dates and will be an opportunity to meet your trainer and the other students in your course.

The induction will also provide you with important information about health and safety requirements including emergency evacuation procedures and incident reporting (see section in this handbook on health and safety), as well as a range of other important matters relating to your rights and responsibilities as a student.

The induction also provides an opportunity for you to ask any questions you might have about studying with us. During this induction, we also make sure that we have all the required forms and paperwork filled in.

At your induction, you will receive your first set of learning materials so that you can start on your learning journey.

General housekeeping arrangements are also discussed as stated in the section below.

## STUDENT CODE OF CONDUCT

### Student Rights

All students have the right to:

- Be treated fairly and with respect by all students and staff.
- Learn in a supportive environment which is free from harassment, discrimination and victimisation.
- Learn in a healthy and safe environment where the risks to personal health and safety are minimised.
- Have their personal details and records kept private and secure according to our Privacy Policy.
- Access the information IM Training Pty Ltd holds about them.
- Have their complaints and appeals dealt with fairly, promptly, confidentially and without retribution.
- Make appeals about procedural and assessment decisions.
- Receive training, assessment and support services that meet their individual needs.



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- Be given clear and accurate information about their course, training and assessment arrangements and their progress.
- Access the support they need to effectively participate in their training program.
- Provide feedback to IM Training Pty Ltd on the client services, training, assessment and support services they receive.
- Be informed of any changes to agreed services, and how it affects them as soon as practicable.

## Student Responsibilities

All students, throughout their training and involvement with IM Training Pty Ltd, are expected to:

- Treat all people with fairness and respect and not do anything that could offend, embarrass or threaten others.
- Not harass, victimise, discriminate against or disrupt others.
- Treat all others and their property with respect.
- Respect the opinions and backgrounds of others.
- Follow all safety policies and procedures as directed by staff.
- Report any perceived safety risks as they become known.
- Not bring into any premises being used for training purposes, any articles or items that may threaten the safety of self or others.
- Notify us if any of their personal or contact details change.
- Provide relevant and accurate information to IM Training Pty Ltd in a timely manner.
- Approach their course with due personal commitment and integrity.
- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism or infringing on copyright laws.
- Hand in all assessment tasks, assignments and other evidence of their work with a completed and signed cover sheet.
- Prepare appropriately for all assessment tasks and training sessions.
- Notify IM Training Pty Ltd if any difficulties arise as part of their involvement in the program.
- Notify IM Training Pty Ltd if they are unable to attend a training session for any reason at least 12 hours prior to the commencement of the activity.
- Make payments for their training within agreed timeframes, where relevant.

If you do not follow the above conduct requirements and housekeeping rules, you may be subject to disciplinary action such as suspension or a requirement to follow a disciplinary action plan.

## COURSE EXPECTATIONS AND REQUIREMENTS

The training and assessment offered by IM Training Pty Ltd focuses on providing you with knowledge and skills required to the standard of performance required in the workplace. This is known as competency based training and assessment. Each of the components of your course is a “unit of competency”. You may either be studying one or a few units of competency or a set of units that make up a total qualification. Each unit of competency is linked to specific skills and knowledge required in the workplace.

Our course outlines include the details of how we deliver the training to you as well as the assessment methods that will be used to assess whether you have reached the required standard of performance. Generally, our courses may involve classes, simulated workplace component and some homework.

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Assessment methods vary from course to course but usually include written questions, projects, written assignments, and practical observations.

## ATTENDANCE AND HOMEWORK REQUIREMENTS

If you are enrolled in a class-based course, it is an expectation that you attend every class so as to not fall behind. Please notify your trainer at least 30 minutes prior to class if you are unable to attend for some reason.

There may also be an expectation that you complete a certain amount of homework in order to finish learning and assessment tasks required for completion of your course. Your trainer will guide you on what to do during this time and how much is expected. This is also outlined on the Course Outline.

## ASSESSMENT ARRANGEMENTS

At the beginning of each course, your assessor will go through the arrangements for assessment with you and you will be given all the details about the assessment requirements.

At this time, you will:

- Be provided with detailed assessment instructions for each task which includes the criteria that you'll be assessed against.
- Be informed of relevant due dates or timing of assessments to be conducted

Your assessor will go through all of the arrangements with you and you can ask them any questions you have.

### Submitting your assessments

You must submit written assessment tasks with a completed and signed Assessment Task Cover Sheet. The cover sheet asks you to make a declaration that the work is your own. Written tasks will not be accepted without a signed cover sheet.

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Assessments can be submitted directly to the trainer/assessor or sent by registered mail to:

**IM Training Pty Ltd.**  
88 Hollingsworth Street,  
Kawana, QLD, 4701

You must keep a copy of all tasks that you submit as we are not able to return copies because we must keep them as evidence in your file. Additionally, we will not be held responsible for any items that go missing in the post. If this occurs, you will be asked to re-submit the work.

Written work will be marked within 30 days of receipt. Your assessor will provide you with written feedback and confirm the outcome of the task on the Task Cover Sheet.

## Assessment outcomes

Each assessment task will be given an outcome of either Satisfactory (S) or Not Satisfactory (NS). You must complete all tasks for a unit satisfactorily to achieve an overall outcome of Competent (C) for a unit. If one or more of your tasks are assessed as Not Satisfactory, you will be given an overall outcome for the unit of Not Yet Competent (NYC). You can have 2 further attempts to complete the task and achieve a Satisfactory outcome. You will be given a timeframe for your resubmission and advised what you must include in your re-submission.

If, after the third attempt, you are still assessed as Not Satisfactory for a task, you will need to complete additional training and assessment to support you in achieving a Competent outcome. This may incur an additional fee for self-funded students as identified in the fees and charges information.

## Reasonable adjustment in assessment

Some students may need modifications to assessments due to disability, illness or special considerations – this is called reasonable adjustment.

Reasonable adjustment can involve:

- Making training and assessment resources and methods more accessible e.g. providing learner workbooks in an audio format or on different coloured paper.
- Adapting physical facilities, environment and/or equipment e.g. setting up hearing loops.
- Making changes to the assessment arrangements e.g. more time allowed for assessments.
- Making changes to the way evidence for assessment is gathered e.g. written questions asked orally

Please speak to your assessor if you think that you may need an adjustment made. Note these adjustments are made at the discretion of your assessor based on your identified needs.

## Appealing assessment decisions

If you do not agree with any assessment decision, you can lodge an assessment appeal. Please refer to the Complaints and Appeals section in this handbook for information about how to lodge an appeal.

## STUDENT PLAGIARISM, CHEATING AND COLLUSION

IM Training Pty Ltd has a no tolerance policy for plagiarism, cheating and collusion. Students are expected to act with integrity at all times and only submit work that is their own or that has been appropriately referenced and includes acknowledgements of all resource materials used in the preparing the work.

When you submit your assessments, you will be required to sign a declaration that the work provided is your own and that you have not cheated or plagiarised the work or colluded with any other student/s.

If you are found to have plagiarised, cheated or colluded, you will be given an opportunity to respond to the allegations. If you are found to have plagiarised, cheated or colluded, we will be required to take disciplinary action which is likely to require you to complete the assessment again.

## SUPPORT SERVICES

We are committed to ensuring that you get all the support you need to be successful in your studies. You may not have studied for a while and or you might need help with study skills. You may also need assistance with skills such as reading, writing and maths.

The enrolment form you complete will help us to identify any support you need and depending on the course you are enrolling in, you may also be required to complete a test that assesses your language, literacy and numeracy skills. Based on the information you provide in your enrolment and/or the results of your language, literacy and numeracy test, we will contact you to discuss your support needs.

Your support needs can also be discussed during the induction to your course.

Services that we can offer to you include:

- One to one support from our trainers/assessors including providing you with their phone and email contact details
- Referral to relevant external services.
- Specialist support services for students with a disability.

Contact us at 07 4939 3412 to discuss your support needs.

## EXTERNAL SUPPORT SERVICES

For students requiring additional support with their studies, work or life, IM Training Pty Ltd provides the following referrals to community organisations who may be able to assist you. Please note that some of these services may attract a fee which is payable by you.

### *Reading and Writing Hotline*

Telephone: 1300 655 506

Website: <http://www.literacyline.edu.au/index.html>

For the price of a local call anywhere in Australia, the Hotline can provide you with advice and a referral to one of 1200 providers of courses in adult literacy and numeracy.

### *Centrelink*

Telephone: 131021

Website: [www.centrelink.gov.au](http://www.centrelink.gov.au)

If you are completing a full time course you may be eligible for benefits through Centrelink.

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## *Lifeline*

Telephone: 13 11 14

Anyone can call Lifeline. The 13 11 14 service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. If you feel that you might need telephone counselling, you can call about anything that might be troubling you.

## *Kids Help Line*

Telephone: 1800 55 1800

Website: [www.kidshelpline.com.au](http://www.kidshelpline.com.au)

If you're under 18 years of age you may consider contacting who provide access to telephone, web and email counselling.

## *Fair Work Australia*

Telephone: 1300 799 675

Website: [www.fwa.gov.au/index.cfm](http://www.fwa.gov.au/index.cfm)

Fair Work Australia is the national workplace relations tribunal. It is an independent body with power to carry out a range of functions relating to minimum wages, employment conditions, termination of employment and other workplace matters.

## *Reach Out*

Website: [www.reachout.com.au](http://www.reachout.com.au)

Reach Out is a web-based service that inspires young people to help themselves through tough times, and find ways to boost their own mental health and wellbeing. Their aim is to improve young people's mental health and wellbeing by building skills and providing information, support and referrals in ways they know work for young people.

## **YOUR FEEDBACK**

Your feedback is important to us and assists in ensuring that our services meet your needs. We use feedback from students and employers to contribute to our continuous improvement processes so we are always striving to do better.

All students and employers will be provided with a Quality Indicator Survey issued by the National Centre for Vocational Education and Research (NCVER) that they are required to complete. Please help us by completing the surveys that are provided to you by your trainer/assessor. Some may also be mailed or emailed to you from our office.

We also welcome feedback from you at any time by email and phone

## **ACCESS TO YOUR RECORDS**

You may access or obtain a copy of the records that IM Training Pty Ltd holds about you at any time. This includes personal information and records of participation and progress.

If you want to access or obtain a copy of records, you must make a request in writing to the Training Manager using the Access to Records Request Form outlining which records you wish to access.

Access to records may be provided by:

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- making copies of the records held in a file
- providing a time for you to review your file

## Amendment to records

If a student considers the information that IM Training Pty Ltd holds about them to be incorrect, incomplete, out of date or misleading, they can request that the information be amended.

Where a record is found to be inaccurate, a correction will be made. Where a student requests that a record be amended because it is inaccurate but the record is found to be accurate, the details of the request for amendment will be noted on the record.

## NOTIFYING YOU IF THINGS CHANGE

As an RTO under the VET Quality Framework, we must notify you promptly if there are any changes to our RTO, the course, or the arrangements for training and assessment.

This would include if there were any changes of ownership, and any new third party arrangements or changes to third party arrangements that relate to your enrolment, or if we were unable to provide the services you agreed to in your Student Agreement because we are no longer able to deliver the course you have enrolled in, or no longer operating as an RTO.

If this occurs, IM Training Pty Ltd will devise a strategy to minimise impact on you and notify you of the changes and how you will be affected as soon as practicable.

Depending on the type of change, we may send a letter to your home address; send you an email, or an SMS message. Please make sure we always have your most current home address, email address and mobile number on file so we can notify you of any changes if applicable.

You can let us know of any changes to your details by using the Change of Details Form.

## LEGISLATION AND YOU

As a student, you have both rights and responsibilities under applicable legislation.

### Workplace Health and Safety

Under the Workplace Health and Safety Act 2011, IM Training Pty Ltd must provide a safe environment for both staff and students, as well as providing information to staff and students in relation to health and safety and welfare. IM Training Pty Ltd has policies and procedures in place to ensure your safety and on commencement of your course you will be provided with information about health and safety.

As a student, you also have a responsibility to follow instructions and rules and to behave in ways that are safe and do not endanger the health and safety of others. Always ensure that you:

- Immediately report hazards to your trainer/assessor.
- Seek assistance from a member of staff if you become ill or injured on campus.
- Only assist another person who is ill or injured if it is safe to do so. If you're not sure, call on a member of staff for assistance.
- Complete an incident report as required.
- Ensure you are familiar with IM Training Pty Ltd emergency evacuation procedures and in the case of an emergency, follow the instructions given to you.
- Do not leave bags or personal belongings lying around where someone else could trip over them.

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- Do not smoke or drink alcohol on the premises.
- Observe basic hygiene practices such as hand washing before handling and eating food and leaving toilets and wash basins clean and tidy, etc).

## Harassment, victimisation or bullying

IM Training Pty Ltd is committed to providing all people with an environment free from all forms of harassment, victimisation and bullying. IM Training Pty Ltd will not tolerate any behaviour that harms, intimidates, threatens, victimises, offends, degrades or humiliates another person.

Anti-discrimination law defines harassment as any form of behaviour that you do not want, that offends, humiliates or intimidates you and that creates a hostile environment. Examples of harassment are making fun of someone, spreading rumours, offensive jokes, ignoring someone, etc.

Victimisation is where a person is treated unfairly because they have made a discrimination complaint.

Bullying is verbal, physical, social or psychological abuse by a staff member or student. Bullying falls under health and safety legislation.

If you at any time feel that you are being harassed, victimised or bullied by a staff member or student, you should follow these steps.

If you feel that you are being harassed, victimised or bullied, ideally you should tell the person that you don't like the behaviour and ask them to stop. However, if you are not comfortable doing this, you should lodge a complaint as per IM Training Pty Ltd Complaints and Appeals procedure and detailed in this Handbook.

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## Equal opportunity

The principles and practices adopted by IM Training Pty Ltd aim to ensure, that current and prospective students, clients and other stakeholders are treated fairly and equitably in their dealings with IM Training Pty Ltd.

All people will be treated courteously and expeditiously throughout the process of enquiry, selection and enrolment and throughout their participation in a course.

IM Training Pty Ltd provides equity in access to the level of training and support required by each student. All students are supported in a manner that enables them to achieve their full potential and success in their training outcomes. All students are provided with opportunities to develop and successfully gain skills, knowledge and experience through education and training.

## National VET Regulator Act 2011

As a student in Australia's vocational education and training (VET) sector, you should expect high-quality training in your area of interest, leading to a qualification that improves your prospects of gaining the job you want or provides a pathway to further study.

As a Registered Training Organisation registered with the Australian Skills Quality Authority, we are required to comply with the National VET Regulator Act 2011. This involves meeting a series of Standards that ensure that the training and assessment and support services are provided to you in accordance with nationally mandated standards.

## Student Identifiers Act 2014

Under this Act, we are required to ensure that all students have a USI. We are unable to issue a qualification of a statement of attainment for any student if we don't have a USI on file.

If you're studying nationally recognised training in Australia from 1 January 2015, you will be required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016.

For students and training organisations, the main benefits of the USI are:

- Students will be able to get a complete record of their Australian-wide VET achievements from a single, secure and accurate online source.
- There will be immediate access to VET records. This means they can be quickly given to employers, other training organisations etc as proof of VET achievements.
- It will be easier for training organisations to assess students' pre-requisites, credit transfers and Recognition of Prior Learning (RPL).

For more information about the USI please refer to <http://www.usi.gov.au/About/Pages/default.aspx>



## PRIVACY POLICY

In collecting your personal information IM Training Pty Ltd will comply with the requirements set out in the Privacy Act 1988, the Privacy Amendment (Private Sector) Act 2001 and the relevant state privacy legislation.

This means that we will:

- Inform you of the purpose for which the information is collected.
- Only use the personal information that you provide to us in relation to your study with us.
- Ensure your personal information is securely handled and stored.
- We will inform you of any organisation and the type of organisation to which we disclose personal information e.g. the Australian Government or the National Centre for Vocational Education Research, as well as the purpose of disclosing this information e.g. for statistical purposes.
- We will not disclose your personal information to another person or organisation unless:
  - We have made you aware that information of that kind is usually passed to that person or organisation.
  - You have given written consent;
  - We believe that the disclosure is necessary to prevent or lessen a serious and imminent threat to your life or health or that of another person;
  - The disclosure is required or authorised by or under law; or
  - The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

### 1. Privacy Principles

- Personal information is collected from individuals in order that IM Training Pty Ltd can carry out its business functions. IM Training Pty Ltd only collects and stores information that is directly related to its business purposes and legal requirements of providing nationally recognised training and assessment.
- In collecting personal information, IM Training Pty Ltd complies with the requirements set out in the Privacy Act 1988 and the relevant privacy legislation and regulations of the states and territories in which the RTO operates.
- This means IM Training Pty Ltd ensures each individual:
  - Knows why their information is being collected, how it will be used and who it will be disclosed to.
  - Is able to access their personal information upon request.
  - Does not receive unwanted direct marketing.
  - Can ask for personal information that is incorrect to be corrected.
  - Can make a complaint about IM Training Pty Ltd if you consider that your personal information has been mishandled.

## 2. Collection of information

- In general, personal information will be collected through course application and/or enrolment forms, training records, assessment records and online forms and submissions.
- The types of personal information collected include:
  - personal and contact details
  - employment information, where relevant
  - academic history
  - background information collected for statistical purposes about prior education, schooling, place of birth, disabilities and so on
  - training, participation and assessment information
  - fees and payment information
  - information required for the issuance of a USI.

## 3. Unique Student Identifiers (USI)

- All students participating in nationally recognised training from 1 January 2015 are required to have a Unique Student Identifier (USI) and provide it to IM Training Pty Ltd upon enrolment. Alternatively, IM Training Pty Ltd can apply for a USI on behalf of an individual.
- The Student Identifiers Act 2014 authorises the Australian Government's Student Identifiers Registrar to collect information about USI applicants. When IM Training Pty Ltd applies for a USI on behalf of a student who has authorised us to do so, we need to collect personal information about the student which will be passed on to the Student Identifiers Registrar. This will include:
  - name, including first or given name(s), middle name(s) and surname or family name
  - date of birth
  - city or town of birth
  - country of birth
  - gender
  - contact details, so the Student Identifiers Registrar can provide individuals with their USI and explain how to activate their USI account.
- In order to create a USI on behalf of a student, IM Training Pty Ltd will be required to verify the identity of the individual by receiving a copy of an accepted identification document. This document will only be used for the purposes of generating the USI and confirming the identity of the individual with the Registrar. Once the USI has been generated and validated, the identity documents used or collected for this purpose will be securely destroyed.
- The information provided by an individual in connection with their application for a USI:
  - is collected by the Registrar as authorised by the Student Identifiers Act 2014.
  - is collected by the Registrar for the purposes of:
    - *applying for, verifying and giving a USI*
    - *resolving problems with a USI*
    - *creating authenticated vocational education and training (VET) transcripts*

- may be disclosed to:
  - *Commonwealth and State/Territory government departments and agencies and statutory bodies performing functions relating to VET for:*
    - *the purposes of administering and auditing VET, VET providers and VET programs*
    - *education related policy and research purposes*
    - *to assist in determining eligibility for training subsidies*
  - *VET Regulators to enable them to perform their VET regulatory functions*
  - *VET Admission Bodies for the purposes of administering VET and VET programs*
  - *current and former Registered Training Organisations to enable them to deliver VET courses to the individual, meet their reporting obligations under the VET standards and government contracts and assist in determining eligibility for training subsidies*
  - *schools for the purposes of delivering VET courses to the individual and reporting on these courses*
  - *the National Centre for Vocational Education Research for the purpose of creating authenticated VET transcripts, resolving problems with USIs and for the collection, preparation and auditing of national VET statistics*
  - *researchers for education and training related research purposes*
  - *any other person or agency that may be authorised or required by law to access the information*
  - *any entity contractually engaged by the Student Identifiers Registrar to assist in the performance of his or her functions in the administration of the USI system*
  - *will not otherwise be disclosed without the student's consent unless authorised or required by or under law*
- The consequences to the student of not providing the Registrar with some or all of their personal information are that the Registrar will not be able to issue the student with a USI, and therefore IM Training Pty Ltd will be unable to issue a qualification or statement of attainment.

#### 4. Storage and use of information

- IM Training Pty Ltd will store all records containing personal information securely and take all reasonable security measures to protect the information collected from unauthorised access, misuse or disclosure. Personal information will be stored in paper-based files that are kept in a secure location (locked compactor) and electronically in a secure environment to which only authorised staff have access.
- The personal information held about individuals will only be used to enable efficient student administration, provide information about training opportunities, issue statements of attainment and qualifications to eligible students, and to maintain accurate and detailed records of student course participation, progress and outcomes.
- IM Training Pty Ltd may use the personal information provided by an individual to market other internal products and services to them. An individual may opt out of being contacted for marketing purposes at any time by contacting our office. Information will not be passed onto any third-party marketing companies without the prior written consent of the individual.

## 5. Disclosure of information

- The personal information about students enrolled in a Course with IM Training Pty Ltd may be shared with the Australian Government and designated authorities, such as ASQA (the RTO's registering body) and its auditors, the USI Registrar (as per above) and the National Centre for Vocational Education Research (NCVER). This includes personal details, contact details, course enrolment information, unit outcomes, AQF certification and statement issuance and information about training participation and progress.
- IM Training Pty Ltd will not disclose an individual's personal information to another person or organisation unless:
  - They are aware that information of that kind is usually passed to that person or organisation.
  - The individual has given written consent.
  - IM Training Pty Ltd believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious threat to the life or health of the individual concerned or another person.
  - The disclosure is required or authorised by, or under, law.
  - The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of public revenue.
- Any person or organisation to which information is disclosed is not permitted to use or disclose the information for a purpose other than for which the information was supplied to them.

## 6. Access to and correction of records

- Individuals have the right to access or obtain a copy of the information that IM Training Pty Ltd holds about them including personal details, contact details and information relating to course participation, progress and AQF certification and statements of attainment issued.
- Requests to access or obtain a copy of the records held about an individual must be made by contacting our office using the *Request to Access Records Form*. The individual must prove their identity to be able to access their records.
- There is no charge for an individual to access the records that IM Training Pty Ltd holds about them; however, there may be a charge for any copies made. Arrangements will be made within 10 days for the individual to access their records.

## 7. Complaints about privacy

- Any individual wishing to make a complaint or appeal about the way information has been handled within IM Training Pty Ltd can do so by following IM Training Pty Ltd's *Complaints and Appeals Policy and Procedure*.

## FEES, CHARGES AND REFUNDS

### 1. Information about fees and charges

- IM Training Pty Ltd protects the fees that are paid in advance by students.
- IM Training Pty Ltd does not require a student to ever pay more than \$1500 in advance for services not yet provided, either prior to course commencement or at any stage during their course.
- Fee information relevant to a course is outlined in detail on the Student Agreement and summarised on the Course Outline as well as the RTO's website. In compliance with Clause 5.3 of the Standards,

detailed fee information is provided prior to enrolment or commencement of training, whichever is first.

- Fee information includes:
  - All costs for the course including any materials fees or levies
  - Payment terms
- The Student Agreement and the Student Handbook which are provided prior to enrolment, includes this Fees and Refunds Policy and Procedure and informs the student of their consumer rights. Students are asked to sign the Student Agreement in acknowledgement of the terms and conditions of the enrolment and this policy.
- Where an employer is paying for a student's course, an Employer Agreement will be provided at the time of enrolment outlining the total fees, payment terms and schedule of payments applicable.
- Students have the right to a 'cooling off period' if they signed up to a course as a result of tele-marketing or door-to-door sales. The cooling off period is 7 days from the date they signed their Agreement. To exercise this right, the student must notify our office in writing within 7 days of enrolment.

## 2. Course fee inclusions

- Course and tuition fees include:
  - All of the training and assessment required for students to achieve the qualification or course in which they are enrolling within the attempts allowed. However, in the case of re-assessment, where a student fails to achieve a satisfactory outcome after three attempts at an assessment task, an additional fee may apply for additional training and re-assessment. This fee is outlined on the Student Agreement.
  - One copy of the required text books and learning materials for each student unless otherwise stated on the Course Outline.
  - Issuance of one set of certification documents including the testamur (certificate) and record of results and/or a Statement of Attainment (in the case of withdrawal or partial completion). Re-issuance or additional copies of these documents will attract a fee of \$20 per document.
- Course and tuition fees do not include:
  - Any optional textbooks and materials that may be recommended but not required to complete a course.
  - Replacement textbooks if original copies are lost or misplaced. Costs for replacement textbooks are outlined on the Student Agreement.
  - Stationery such as paper and pens.
  - Uniform (if required for placement).
  - Re-assessment if required, as outlined above.
  - Re-issuance of AQF certification documents – a cost of \$20 per document applies.
  - Direct debit setup, transaction and dishonour fees (where applicable).
  - Credit card payment surcharges.
- IM Training Pty Ltd cannot guarantee that students will successfully complete the course in which they enrol regardless of whether all fees due have been paid.

### 3. Payments

- Payments can be accepted by EFTPOS, electronic transfer, credit card, money order or direct debit.
- Credit card payments incur a surcharge of 2% per transaction.
- Students who are experiencing difficulty in paying their fees are invited to call our office to make alternative arrangements for payment during their period of difficulty.
- Debts will be referred to a debt collection agency where fees are more than 40 days past due.
- IM Training Pty Ltd reserves the right to suspend the provision of training and/or other services until fees are brought up to date. Students with long term outstanding accounts may be withdrawn from their course if payments have not been received and no alternative arrangements for payment have been made.

### 4. Refunds for fee-for-service students

- All course fees for fee-for-service students include a non-refundable deposit which is detailed on the Course Outline and Student Agreement. The deposit is non-refundable, except in the circumstances detailed below.
  - A full refund of any fees paid (including the deposit) will apply where a student withdraws or cancels their course in writing within the cooling off period. The cooling off period is 7 days and applies from the date of first enrolment or sign-up.
  - A full refund of any fees paid (including the deposit) will apply if IM Training Pty Ltd is required to cancel a course before it commences due to insufficient numbers or for other unforeseen circumstances.
- A refund of fees paid may also apply in the following circumstances:
  - Where IM Training Pty Ltd (or any related third parties delivering training and assessment) ceases to operate, a partial refund may apply. The refund will be for any fees paid for training that is not able to be delivered.
  - Where IM Training Pty Ltd ceases to deliver the course in which a student is enrolled and the agreement is terminated, a partial refund may apply. The refund will be for any fees paid for training that is not able to be delivered.
  - In the unlikely event that IM Training Pty Ltd is unable to deliver the course as promised, the student will be issued with a refund for any portion of the course that was not provided. The refund will be a pro-rated amount per unit that was not able to be delivered.
- In any of the above situations, IM Training Pty Ltd will automatically conduct a refund assessment of all affected students and issue the refunds due accordingly. In these cases there is no need for a student to make an individual application for a refund. Refunds will be issued within 28 business days.
- Students who withdraw from a course may seek a refund or a reduction in fees owing by making an application for a refund in writing using the Application for Refund Form. The application must include the details and reason for the request. Students who have not completed a Withdrawal Form are not eligible for consideration of a refund or reduction in fees.
- The refund assessment will be based on reviewing the services provided to the student and the costs incurred by IM Training Pty Ltd to provide those services.
- The outcome of the refund assessment will be provided in writing to the student's registered address within 28 business days, outlining the decision and reasons for the decision along with any

applicable refund or adjustment note. Refund decisions can be appealed following our Complaints and Appeals Policy and Procedure.

- A student not achieving the qualification or unit/s in which they enrolled due to exhausting their attempts at assessment, does not entitle the student to a refund.
- RPL application fees are non-refundable.

## 5. Recording and payment of refunds

- Refunds will be paid to the person or organisation that made the original payment.
- Refund assessments can be appealed following our Complaints and Appeals Policy and Procedure.
- Records of refund assessments and issuance of refunds will be stored securely on the student's file and in our accounts keeping system.

## 6. Publication

- IM Training Pty Ltd will publish in a prominent place on its website the following:
  - Costs for fee for service programs.
  - This Fees and Refunds Policy.

### Additional Fees and Charges

Details are found in the Course Outline and the written agreement that you signed at the commencement of your course.

## COMPLAINTS AND APPEALS

### 1. Nature of complaints and appeals

- IM Training Pty Ltd responds to all allegations involving the conduct of:
  - The RTO, its trainers and assessors and other staff.
  - Any third party providing Services on behalf of IM Training.
  - Any student or client of IM Training.
- Complaints may be made in relation to any of IM Training Pty Ltd. services and activities such as:
  - the application and enrolment process
  - marketing information
  - the quality of training and assessment provided
  - training and assessment matters, including student progress, student support and assessment requirements
  - the way someone has been treated
  - the actions of another student
- An appeal is a request for a decision made by IM Training to be reviewed. Decisions may have been about:
  - course admissions
  - refund assessments

- response to a complaint
- assessment outcomes / results
- other general decisions made by IM Training Pty Ltd

## 2. Principles of resolution

- IM Training Pty Ltd is committed to developing a procedurally fair complaints and appeals process that is carried out free from bias, following the principles of natural justice. Through this policy and procedure, IM Training Pty Ltd ensures that complaints and appeals:
  - Are responded to in a consistent and transparent manner.
  - Are responded to promptly, objectively, with sensitivity and confidentiality.
  - Are able to be made at no cost to the individual.
  - Are used as an opportunity to identify potential causes of the complaint or appeal and take actions to prevent the issues from recurring as well as identifying any areas for improvement.
- IM Training Pty Ltd will inform all persons or parties involved in any allegations made as well as providing them with an opportunity to present their side of the matter.
- Nothing in this policy and procedure limits the rights of an individual to take action under Australia's Consumer Protection laws and it does not circumscribe an individual's rights to pursue other legal remedies.
- Where a student chooses to access this policy and procedure, IM Training Pty Ltd will maintain the student's enrolment while the complaints/appeals handling process is ongoing.

## 3. Timeframes for resolution

Complaints and appeals will be finalised as soon as practicable or at least within 30 calendar days unless there is a significant reason for the matter to take longer. In matters where additional time is needed, the complainant or appellant will be advised in writing of the reasons and will be updated weekly on the progress of the matter until such a time that the matter is resolved.

## 4. Records of complaints and appeals

IM Training Pty Ltd will maintain a record of all complaints and appeals and their outcomes on the Complaints and Appeals Register, which will be securely stored according to the Privacy Policy and Procedures.

## 5. Making a complaint or appeal

- Complaints about a particular incident should be made within ninety (90) calendar days of the incident occurring and appeals must be made within thirty (30) calendar days of the original decision being made.
- Complaints and appeals must be made in writing using the Complaints and Appeals Form, or other written format and sent to IM Training Pty Ltd head office at 7-13 Jabiru Drive, Yeppoon, QLD 4703 attention to the Chief Executive Officer.
- When making a complaint or appeal, provide as much information as possible to enable IM Training Pty Ltd to investigate and determine an appropriate solution. This should include:
  - The issue you are complaining about or the decision you are appealing – describe what happened and how it affected you.
  - Any evidence you have to support your complaint or appeal.



- Details about the steps you have already taken to resolve the issue.
- Suggestions about how the matter might be resolved.
- Your complaint or appeal will be acknowledged in writing via email or post within 7 days.

## 6. Resolution of complaints and appeals

- Some or all members of the management team of IM Training Pty Ltd will be involved in resolving complaints and appeals as outlined in the procedures.
- Where a complaint or appeal involves another individual or organisation, they will be given the opportunity to respond to any allegations made.
- Where a third party delivering Services on behalf of the RTO is involved, they will be included in the process of resolving the complaint or appeal.
- In the case of an assessment appeal, an assessor who is independent from the original decision will assess the original task again. The outcome of this assessment will be the result granted for the assessment task.

## 7. Independent parties

- IM Training Pty Ltd acknowledges the need for an appropriate independent party to be appointed to review a matter where this is requested by the complainant or appellant and the internal processes have failed to resolve the matter. Costs associated with independent parties to review a matter must be covered by the complainant/appellant unless the decision to include an independent party was made by IM Training Pty Ltd.
- IM Training Pty Ltd may also appoint the independent party to be involved in the resolution of a complaint or appeal where it is deemed necessary.
- IM Training Pty Ltd will provide complete cooperation with the external mediator investigating the complaint/appeal and will be bound by the recommendations arising out of this process.
- The CEO will ensure that any recommendations made are implemented within twenty (20) days of being notified of the recommendations. The complainant or appellant will also be formally notified in writing of the outcome of the mediation.

## 8. External complaint avenues

Complaints can also be made via the following avenues:

- National Complaints Hotline:

The National Training Complaints Hotline is a national service for consumers to register complaints concerning vocational education and training. The service refers consumers to the appropriate agency/authority/jurisdiction to assist with their complaint. Consumers can register a complaint with the National Training Complaints Hotline by:

- Phone: 13 38 73, Monday–Friday, 8am to 6pm nationally.
- Email: [skilling@education.gov.au](mailto:skilling@education.gov.au)

For more information about the National Complaints Hotline, refer to the following webpage: <http://www.industry.gov.au/skills/nationaltrainingcomplaintshotline/Pages/FrequentlyAskedQuestions.aspx#>

- Australian Skills Quality Authority (ASQA):

Complainants may also complain to IM Training's RTO's registering body: Australian Skills Quality Authority (ASQA).

# Student Handbook



However, ASQA will only use the information you provide to inform its regulatory approach and will not contact IM Training on behalf of the complainant or act as their advocate. For more information, refer to the following webpage: <http://www.asqa.gov.au/complaints/make-a-complaint---domestic-students/make-a-complaint---domestic-students1.html>

## 9. Publication

This policy and procedure will be published in the Student Handbook and on IM Training's website.

## ISSUING OF CERTIFICATION DOCUMENTS

On completion of your course and payment of all relevant fees, we will issue you with a qualification (testamur/certificate) and record of results within thirty (30) days. The record of results will show the units of competency achieved in the course and corresponding results.

Where a student withdraws or partially completes a course, a Statement of Attainment will be issued within thirty (30) days of withdrawal as long as all relevant fees have been paid. A record of results will only be provided with a statement of attainment where requested.

IM Training Pty reserves the right to with-hold the issuance of qualifications and Statements of Attainment until all fees related to the course or qualification have been paid, except where IM Training Pty Ltd is not permitted to do so by law.

IM Training Pty Ltd must have a valid USI on file for the student for a qualification or Statement to be issued.

### Re-Issuing Statements and Qualifications

Records of qualifications and unit achievement are kept on record for a period of at least thirty (30) years. Students can request copies of any of these statements or qualifications at any time for an additional charge. Refer to our Fees and Charges section for the current fee.

## STUDENT FORMS

Name of Form	Reason for use
Marketing Permissions Form	If we want to use your picture, testimonial or other details on our marketing material (e.g. website) we will ask you to complete this.
Credit Application Form	If you want to apply for Credit Transfer
Complaints and Appeals Form	If you wish to complain about our training services, or appeal an assessment decision made
Refund Application Form	If you believe you have grounds for a refund
Enrolment Form	If you wish to apply to study with us - also contains the USI authority form which notifies us of your USI or allows us to request creation of a USI on your behalf (required for enrolment)
Student Change of Details Form	Used to notify us if your personal details (e.g. name, contact details, address) have changed.
Withdrawal Form	If you wish to withdraw from a currently enrolled course of study.

# Student Handbook



Assessment Task Cover Sheet	Please use this when submitting assessment tasks
RPL Kit	If you wish to apply for Recognition of Prior Learning – used to gather evidence of competency against unit requirements.
Suggestion for Improvement Form	If you would like to supply us with a suggestion to improve our services
Request to Access Records Form	To request access to the information we have in your file
Amendment to Records Form	If you believe the information we have in your file is incorrect